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Customer Messaging Alerting Service

Welcome Marc Smith

Links

Home

Mv Profile

Mv Contact Preferences

Mv Account

Contact Preference Stream Name: Business Alerts

Notification Method

Require Confirmation?

1. AOL Instant Messenger

2. Text Pager

3. Mobile Phone

4.

5.

Yes

No

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24a

24b

24c

26a

26b

26c

SAVE

CANCEL

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My Preference asp.

FIG. 2C

Component	Feature	Example
Contact Profile	Information	Phone information, IM information, Pager information
Contact Preference	Mode of Contact	How the customer wants to be contacted
Contact Preference	Time of Contact	When the customer wants to be contacted
Contact Preference	Hours of the Day	What particular time is preferred
Contact Preference	Time Zone	EST, PST, GMT
Account	Provider	Airline, Package Delivery Co., Financial Services Co.
Other Preference	Personalization	Where can I personalize the service
Other Preference	Activity	Business Event, Personal Alerts
Other Preference	Language	Language preference
Service Preference	Definition	Selecting AOL/Yahoo ID's, Passwords
Service Preference	Company Selection	Entering information for Various Account Nos.

FIG. 2D

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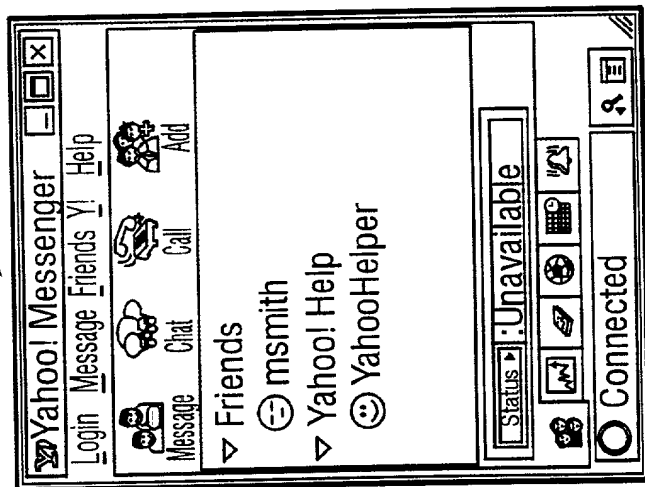


FIG. 3A

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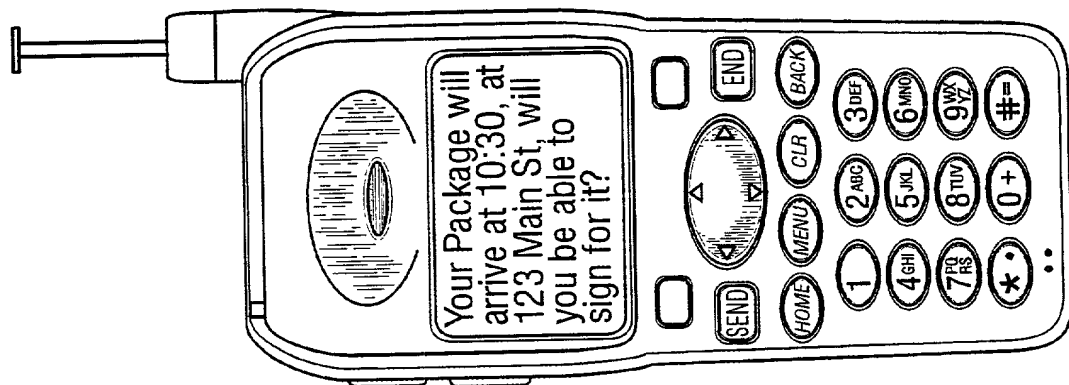


FIG. 3B